##### Anup Nair

**Mobile No:** +91-9880889698

**Email:**  semanalyst.03@gmail.com

**Current Location:** Chennai

**Role Designation:** Technology Support Specialist

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| **Summary** |
| * **Total 15+ years of competitive experience in IT/ITES industry** * Ensured accurate tracking and reporting of issues. * Good work ethics with excellentcommunication and interpersonal skills. * Capable to delve into the new leading Technologies. * Ability to work well in both a team environment and individual environment. * Handful experience in working in a critical, go-live type environment and understanding the client’s business requirements in a very short period * **Domain Knowledge: Banking, ISP Services, Google AdWords, Networking Technologies** | |

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| **Technical Skills** |
| **Networking Technologies** | Microsoft Windows 2000 server & Professional |
| **Unit Testing Tool** | PL/SQL |
| **Databases** | SQL, MySQL, Oracle, SAP (functional) |
| **Operating Systems** | Windows XP/Vista/7/Unix |
| **Tools/Utilities** | Internet Marketing, ecommerce, email marketing, social media marketing, AdWords, PPC, Omniture, Site Catalyst, Analytics, **Excel, Word, MSOffice, Outlook, PowerPoint**, Photoshop, HTML, CSS, SEM, Google AdWords Editor, Bing AdCenter, Geneva 3.9 (Campaign Management Tool),Acquisio (Bid and Budget Management Tool),Google Placement Tool, Keyword Planner, Google Analytics,iGen (CRM). |

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| **Work Experience** |
| * **Currently** Working in **Infosys Ltd. (Chennai)** as **Technology Support Specialist**.   Work Period (May 2013 to till Date) | |

**Professional Experience:**

**Rabobank Netherlands (January 2019 – till date) in Infosys BPO Limited**

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| **Environment** | Windows |
| **Tool** | **Microsoft Excel, Microsoft PowerPoint** |
| **Role** | Project Anchor |
| **Team Size** | 1 |
| **Responsibilities** | Working as a Project Anchor. |
| **Description**: | * In charge of On-boarding activities which involve sending documents to the employees required for Rabobank. * Checking the Background verification status of the employees with Infosys background team and initiating pending checks with 3rd party vendor. * Once check are done initiating the trustworthiness letter for the employees for on boarding. * Getting time sheet of employee’s month on month and preparing the rates for final approval with the project manager for final approval. Once approved prepare invoice for each employee and send it to client for final processing. * Additional in charge of floor anchor role which involves allocating cubicles for the team once the final background status is received from the Infosys background verification team. |

**CITI Financial (June 2018 – Dec 2018) in Infosys BPO Limited**

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| **Environment** | Windows |
| **Tool** | **Microsoft Excel, Microsoft PowerPoint, Microsoft Access, SQL** |
| **Role** | Business Analyst |
| **Team Size** | 3 |
| **Responsibilities** | Working as a Business Analyst. |
| **Description**: | The project presently working on is Reconciliation and Adjustments(RA)   * Excel templates are prepared and then sent to work stream for getting information on the reconciliation and adjustment data. * After receiving the data analysis is done on the data. The data is saved on the shared folder. * Archive of old data is done. With the new data received a PowerPoint presentation is created. * There are about 19 slides created for Monthly/quarterly and semi-annually. * Once the PowerPoint are created each PowerPoint is sent separately to work stream for a discussion based on the comments received from the work stream owners. * Part of the hiring team to get replacement position for a team member. * Conduct and schedule interview with the client and once selected do the on boarding for the team member. |

**CITI Financial (Jan 2018 – June 2018) in Infosys BPO Limited**

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| **Environment** | Windows |
| **Tool** | **HTML5, Microsoft Access, SQL,Java(basic knowledge)** |
| **Role** | Business Analyst/Team Head |
| **Team Size** | 5 **Client: Infosys Limited** |
| **Responsibilities** | Worked as Business Analyst/Team Head |
| **Description**: | NEOD Project (In house project)   * This is an in house project. The main aim of the project is to do the automation of On-boarding and off-boarding process for the client CITI. * Created business document and developed simple slides using html5 for the process. * Got the business document for the project sign off from the project stack holder. * With the team of 4 people develop the project. * Defined cost estimation for the project. * Total time taken to finish the project was around 5 months while the project plan was for 8 months. |

**CITI Financial (May 2015 – Jan 2018) in Infosys BPO Limited**

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| **Environment** | Windows |
| **Tool** | **Microsoft Excel, Microsoft PowerPoint, Microsoft Access, SQL** |
| **Role** | Offshore Team Member |
| **Team Size** | 5 |
| **Responsibilities** | Worked as an offshore team Member. |
| **Description**: | The project presently working on is BDQR(Business Data Quality Reporting)   * There are about 20 decks which have to be updated on monthly basis. These decks contain information about compliance, Risk and Finance sections of CITI regions. * The regions are categorized as NAM (North American), LATAM (Latin American), APAC (Asia pacific& Africa), and EMEA (European Union). * These compliance section has information on the total sales occurred for the previous month for the entire region. * The Risk includes the risk data for the previous and the present month data for comparison * Finance section has information about the finance data.   They are  1.Global Consumer Banking and Institutional client  group’s data.  2.They have the lifecycle data of previous 3  months which has been used to compare the  Performance.  3.The automated adjustments for all the total  banking regions of all the CITI regions.  4. Financial Adjustment for all the CITI regions.  5. Manual Adjustment done for all CITI regions  6. S2 adjustment for all CITI regions   * The above mentioned task are assigned on a monthly basis to the team * Weekly Status Report updated on a weekly basis and send to the client and Infosys Managers. * Part of the Hiring Team job involves to hire candidates based on the Job and skills. * Setting up attendance and billing report and updating them in the share folder for the manager approval in order to process the bill with the clients which is send by Manager. * Conducting reverse KT sessions with the team on a monthly basis. * Scheduled daily call with the onsite team lead in order to discuss the daily task done. * Part of Bi – weekly call which includes project Manager, onsite team lead, clients and stack holder in order to discuss the present project trend and future course of action for the project. * Trained new hires on the process and conducted reverse KT sessions for them.   **Recognition:**   * Got spot award for best performance for the month of   November 2015. |

**AMP Australia (February 2015 – May 2015) in Infosys BPO Limited**

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| **Environment** | Windows |
| **Tool** | **Microsoft Excel** |
| **Role** | Financial Analyst |
| **Team Size** | 1 |
| **Responsibilities** | Worked on the migration of legacy system to Amazon cloud. The main responsibility was to determine the cost occurred for each server and its application. |
| **Description**: | •Receiving inputs from the Manager as per the request from client  •Creating the infrastructure template sheet and AWS Cost model using the inputs.  •Both these infrastructure and AWS cost model has already predefined calculations.  •Creation of cost profiles using the input data received. The cost profile includes costs on baseline cost, current cost, target cost, current portfolio cost (which is obtained from the AWS cost model) and Target portfolio cost(obtained from Infrastructure sheet)  •Once the cost profile has been created they are send to Project Manager for final validation who sends to the client.  •Updated an overall template which consists of cost occurred month wise for all the applications and the servers. |

**Philips Netherland (May 2014 – February 2015) in Infosys BPO Limited**

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| **Environment** | Windows |
| **Database** | Oracle |
| **Tool** | GFK Startrack Tool,Scanmar,Transformation Portal, Omniture |
| **Role** | Process Specialist |
| **Team Size** | 3 |
| **Responsibilities** | Report Generation on Philips products for stack holder in order to do an Analysis |
| **Description**: | •Management and optimization of campaigns with heavy emphasis on tracking and reporting.  • Responsibilities include growing qualified website traffic, identifying and defining digital content to support customer needs and improving marketing and reporting processes.  •Retrieving daily business data from Startrack tool and preparing an analysis of data and processes  •Process management and improvement  •Reporting to stakeholder on the daily business review  •Creating a report for the stack holder for analysing the performance of Philips products in the market.  •Extracting the data from Startrack tool.  •The extracted data is then moved to transformation portal where certain rules are applied automatically  •From the transformation portal the data is generated in user defined format in either excel or csv format which is used for analysis purpose. |

**Sensis Australia (May 2013 – April 2014) in Infosys BPO Limited**

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| **Environment** | Windows |
| **Tool** | Internet Marketing, ecommerce, email marketing, social media marketing, AdWords, PPC, Google AdWords Editor, Bing AdCenter, Geneva 3.9 (Campaign Management Tool),Acquisio (Bid and Budget Management Tool),Google Placement Tool, Keyword Planner, Google Analytics,iGen (CRM). |
| **Role** | Campaign Manager |
| **Team Size** | 16 |
| **Responsibilities** | Coordinating and managing marketing campaigns on Google AdWords, MSN Marketing campaigns. |
| **Description**: | •Accelerate PPC Marketing using analytical and creative skills.  •Maximize profits by developing and crafting Google- Display Advertisement, planning and deploying PPC campaigns using Geneva Tool  •Good analytical skills to gain high quality score & improve PPC Campaigns. Overall CTR of above 3% and performance at 80% to 110%.Track and update traffic patterns through PPC or cost per click, as well as AdWords Management. Determine ROI on search marketing efforts.  •Adding new keywords in the search engines using Geneva tool.  •Managing Google Ads (including client search strategies), Paid Search Campaigns; setting up and optimizing Paid Search/PPC campaigns.  •Tracking of funds in the account and maintain conversions  •Reduced overall PPC cost per click by 20%. Accomplished by creating tighter keyword themes, using negative keywords for ad groups. Well versed in search and display network strategies.  •Formalized the display reporting process using performance and CTR report.  •Exceptional Knowledge in Digital Marketing  •Expert understanding in Google Analytics and its usability, funneling, engagement, organic ranking, linking, SEM and lead capture  •Have thorough understanding of Consumer Behaviour across various industries and mediums  •Highly analytical and report driven professional proficient in reports that would help us understand the business.  •Strong experience in Account Creation, Campaign management (search and display), Implementing and trafficking in Major Search Engines(Google & Bing) and Analytics  •Good knowledge of online ad campaign metrics and Data analysis  •Thoroughly monitor Campaigns & identify scopes in expansion (keyword & Placement), Bid control, Negative addition (keyword) Creative updating, Conversion pacing meeting ROI & overall Optimization.  •Extensive reporting, integration and analysis, execution of large-scale AdWords campaigns targeting small business customers to a worldwide market. |

**ACT Bangalore (Feb 2010 - Dec 2012)**

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| **Environment** | Windows |
| **Tool** | **Microsoft Excel** |
| **Role** | **MIS/Technical Co-Ordinator** |
| **Team Size** | 2 |
| **Responsibilities** | Handling the TT management system respectively. This job involves daily coordinating with TL's and Team Engineers on complaints |
| **Description**: | •Responsible for handling Broadband Services Issues.  •Having a Team of Network Engineers and Team Leader, for handling Customer related broadband Complaints and services issues.  •Maintaining a **MIS reports** on new installation and Services Related issues and maintains their productivity on monthly basis.  •Handling Escalation and monitoring of all network related issues.  •Check and analysis on BRM Application, where in we used to Close Customer Queries Once it is rectified in the is rectified in the Field and analysing the closure errors, Repeat complaints)field and analysing the closure errors, Repeat complaints)  •Closely monitoring customer queries analysed their nature & took necessary emptive action.  •As Technical Coordinator handling operations throughout Bangalore. Was in charge of handling the TT management system respectively. This job involves daily coordinating with TL's and Team Engineers on complaints. Attending escalation calls and satisfying the customer by informing the exact reason and retained the customer  •Got promoted as Area -In charge and handling overall operations of Banaswadi.  •As a Team lead was reporting AGM-Deployment. Taking charge of Installation team consisting of seven members. 2 for server Installations and 5 for installation at customer end.  •Being a center point of contact for NOC team and Network team for major issues happening on the field and updating the same to the customer care team so that complaints can be closed as FTR.  •Informing the team about the location where the server has to been installed and check the job process. Putting up a daily log sheet on the materials used for installation of the server. In all as part of expansion 25 servers was installed.  •Was involved in expediting and closing trouble tickets. Solved customer issues by involving concerned resources. |

**Systech Solution, USA (Feb 2006 - Sep 2009)**

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| **Environment** | Windows |
| **Database** | Oracle |
| **Tool** | PL/SQL |
| **Role** | Consultant – Unit Test Engineer |
| **Team Size** | 5 |
| **Responsibilities** | Worked as a Unit Test Engineer for Clients Delta Dental and Discover Financial Services |
| **Description**: | Systech Solutions is an IT solutions provider for many clients in and around USA. They have their offices in India and USA. Worked as a consultant on H1-B visa for Clients Delta Dental in California and Discover Financial Service in Chicago as a unit test engineer. |

**Sutherland Global Services (March 2004 - Feb 2006)**

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| **Environment** | Windows |
| **Role** | Technical support Executive |
| **Team Size** | 40 |
| **Responsibilities** | Worked as a Technical/Customer Support Executive |
| **Description**: | Job involves answering technical queries through e-mail support for Sutherland clients. The responsibilities include handling email support to clients of Sutherland such as Amazon, Juno and NetZero, Intuit etc. |

**Team Computers (April 2003 - Nov 2003)**

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| **Environment** | Windows |
| **Role** | Customer Service Executive |
| **Team Size** | 1 |
| **Responsibilities** | Worked as a Network Engineer |
| **Description**: | Worked as Network Engineer, Installation, User Support and Maintenance for clients Jet airways, Star travels etc. |

**Jay info systems (Feb 2002 - Feb 2003)**

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| **Environment** | Windows |
| **Role** | Network Engineer |
| **Team Size** | 18 |
| **Responsibilities** | Worked as a Network Engineer |
| **Description**: | Worked as Network Engineer, Installation, User Support and Maintenance |

**Rohit Infotech (Nov 2000 - Jan 2002)**

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| **Environment** | Windows |
| **Role** | Network Engineer |
| **Team Size** | 1 |
| **Responsibilities** | Worked as a Network Engineer |
| **Description**: | Worked as Network Engineer, Installation, User Support and Maintenance |

**Training and Seminar**

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| **Workshops/Training Program Attended** |
| * Certified in Infosys Harvard Manage mentor on the following topics of Developing Employees, New Manager Transitions, Delegating, Strategic Thinking, Business plan development, Business case development, presentation skills and Time(Internal Certification) * Training on Infosys Internal Tools ALCON, PBS, IPM+, ECMS, and CIARA. * Microsoft ad center certified professional(Bing Certified) * Microsoft Certification in Windows 2000 server & Professional (MCP) * Undergone Facilitator training, Customer/Client Orientation, Driving Organization results at Infosys BPO. | |

**Personal Information**

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| **Personal Information:** |
| **Name** | Anup Nair |
| **Father Name** | P Madhavan Nair |
| **Mother Name** | Lekshmi M Nair |
| **Date Of Birth** | 04-11-1974 |
| **Languages Known** | English,Hindi,Tamil, Telugu,Malayalam and Kannada |
| **Marital Status** | Married |
| **Hobbies** | Movies, Cricket |
| **Present Address** | No15, unity flats, kodambakkam, Chennai-24 |
| **Passport Number** | H0998643 |